

INBOUND FREIGHT

1. Under CLR (Air Force Chief of Staff Logistics Review) how will Supply and TMO identify responsibility of inbound procedures such as:

- SF 364 – Supply (ROD)
- SF 361 – TMO (Loss and Damage)

ANSWER: When the TMO personnel receive the shipment from the commercial carrier, shipments should be checked against the Government Bill of Lading (GBL) or Commercial Bill of Lading (CBL) to assure that they are receiving the freight that is annotated on the GBL/CBL. If there were no transportation discrepancies pertaining to the shipment, TMO personnel signs the carrier delivery receipt indicating the amount of piece(s) received without exception. However, if a transportation discrepancy (shortage/damaged) occurs with the shipment, a Request for Information (RFI), Transportation Discrepancy Report (TDR) SF 361 must be prepared within seven (7) days from the date the discrepancy was discovered. If the discrepancy is not resolved within 60 days from the date the discrepancy was discovered, Part II (for claims purposes) of the TDR must be prepared for claim action against the carrier, with supporting documentation should be forwarded to the Finance Center or Claim Offices to adjudicate the claim against the carrier. Reporting transportation discrepancies procedures can be found in DOD 4500.9-R, Defense Transportation Regulation (DTR), Part II, Cargo Movement, dated December 2000.

After the TMO personnel receive the shipment from the carrier, and no discrepancies occur with the shipment; the shipment is forwarded to the supply unit for their utilization. If the carton indicates that there should be 24 pieces in that carton, and the supply unit opens the carton and discovers that they received 20 pieces in lieu of 24 pieces, this is an item shortage - when the quantity received is less than the quantity ordered. Preparation of the Supply Discrepancy Report (SDR) formerly known as the Report of Discrepancy (ROD), SF 364 should be prepared. Reporting this type of discrepancy falls within the guidelines of Reporting of Item and Packaging Discrepancies, Joint Regulation AFR 400-54.

2. Pickup and delivery, offloading trucks/loading trucks (AFSC training, etc.)?

ANSWER: Request that you check with your service regulations pertaining to Pickup and delivery, loading trucks etc. These procedures are not covered in the DTR. However, MTMC does provide training on preparation/distribution of the TDR, and loss and damaged claims procedures. If training is needed on these subjects, send your request to Mr. Joseph Stewart at:

Headquarters
Military Traffic Management Command
ATTN: MTOP-PAR
200 Stovall Street – Building II
Alexandria, VA 22332-5000
Telephone – DSN: 328-2283/COML: (703) 428-2283
E-Mail: stewartjoseph@mtmc.army.mil

3. Look into having express carriers prelog express shipment info with delivering activity so info/check can be pre-accepted/rejected prior to the arrival of the FedEx truck.

ANSWER: The TMO has the responsibility to set guidelines and procedures on receiving shipments from the commercial carrier. The commercial carrier(s) should be aware that you are requesting that they prelog their documentation to your activity to set up an appointment for delivery. In addition, the Transportation Facility Guide needs to reflect these prelog requirements. How can you pre-accept or reject shipments from FedEx before they deliver the shipment? In addition, your activity should not reject shipments from the carrier. It is your responsibility to receive your shipments even though they may be damaged, and mitigate the claim against the carrier. Checking shipments upon delivery, and what to do when transportation discrepancies exist with your shipments can be found in DOD 4500.9-R, DTR, Part II, Cargo Movement.

4. Decentralize "delivery locations" for express carriers so carriers do not back each other up.

ANSWER: This will depend on the number of carriers that are making delivery to your facility, and the number of shipments that they are delivering, and the number of personnel available to receive the shipments. Shipments are required to be checked depending on the requirements of the GBL/CBL. The commercial carrier industry understands that they cannot deliver your shipments into your facility and be out within a certain time frame.

5. Air Force Chief of Staff Logistic Review (CLR) puts Base Supply in charge of receiving but Supply personnel need GOCARE education/training to handle the freight waybill receipt process. Ralph Wareham, Whiteman AFB, MO ralph.wareham@whiteman.af.mil

ANSWER: Chapter 209, paragraph G and H of the Defense Transportation Regulation, Part II, Cargo Movement, DOD 4500.9-R, dated December 2000 provides guidelines on checking shipments upon delivery, and what to do when discrepancies exist.

6. In addition to the above guidelines, what steps should be taken to deal with missing or damaged freight?

ANSWER: Jointly, with the carrier's driver or representative, examine the property and note any exceptions on the delivery receipt. Use descriptions that depict the amount and extent of damage to property in a clear and concise manner. Identify the item short or damaged by circling it or writing it legibly on all copies of the delivery receipt. A notation should also be made on the GBL/CBL.

Do not make any qualifying statements or opinions of how you think the shortage or damage happened, just clearly describe the discrepancy. Be sure that both you and the driver sign and date the annotation. If the driver refuses to sign the annotation, make note of this. The delivery receipt becomes the first and very important piece of evidence to show the amount and extent of the shortage or damage.

Use clear.....specific.....accurate exceptions

"Subject to inspection". Never write this totally worthless statement on a delivery receipt.

"1 carton damaged". 1 carton damaged, contents checked - 10 lamps, 2 broken.

"1 carton wet". 1 box wet, top right corner crushed, contains 4 glass jars, 1 broken and leaking.

"1 fire truck, cab damaged". 1 fire engine, cab crushed, windshield missing, doors bent on hinges, hanging loose; internal cab damage due to rain/snow entering cab after roof was torn off.

If you or your personnel have not had any formal training on preparation/distribution of the Transportation Discrepancy Report (TDR), or loss and damage claims procedures you can send a request to:

Headquarters
Military Traffic Management Command
ATTN: MTOP-PAR
200 Stovall Street - Building II
Alexandria, VA 22332-5000
Telephone - DSN: 328-2294/COML: (703) 428-2294

Questions pertaining to preparation/distribution of the TDR or loss and damage claims procedures is Mr. Joseph Stewart, Sr. at the above address. Telephone number: DSN: 328-2283/COML: (703) 428-2283 or E-Mail: Stewartjoseph@mtmc.army.mil.

7. We would like a way to receive an electronic advanced notice of multiple carrier deliveries; i.e., FedEx, UPS, etc. This would have to be TCNs so that we would be able to account for the delivery faster, more efficiently upon arrival.

ANSWER: Currently this is in place and available in GFM system. For assistance in using the GFM system to gather the above information contact the GFM Help Desk 1-800-336-4906

8. Receipting process the TDR Working Group needs to look at this process.

ANSWER: The working Group is looking at the complete TDR process. Once the working group is completed, it will be posted on HQMTMC web page and updated in the DTR.
(PENDING)

9. What do you do when you have multiple packages to inspect? Hold up the carrier?

ANSWER: Implementation of good in-checking procedures should aid in this process. Damages discovered later can be reported as concealed damage.

10. What type of training should be provided to receiving personnel so they can incheck/inspect/document incoming freight properly?

ANSWER: Chapter 209, paragraph G and H of the Defense Transportation Regulation, Part II Cargo Movement, DOD 4500.9-R, dated December 2000 provide guidelines on checking shipments upon delivery, and what to do when discrepancies exist. However, MTMC does provide training for preparation/distribution of the Transportation Discrepancy Report (TDR) and loss and damage claims procedures which includes receiving checking, counting, and properly annotating the carrier(s) delivery receipt for shortages/damages to Department of Defense (DOD) shipment. If you or personnel have not hand any formal training on preparation/distribution of the Transportation Discrepancy Report (TDR), or loss and damage claims procedures you can send a request to Mr. Stewart Joseph at:

Headquarters
Military Traffic Management Command
Attn: MTOP-PAR
200 Stovall Street-Building II
Alexandria, VA 22332-5000
Telephone- DSN: 328-2283/COML: 703-428-2283
Stewartjoseph@mtmc.army.mil

SYSTEMS

1. Printing the TDR within the ETA or GFM system has been an issue at Moffett Field, CA. The Manager is asking for a hard copy but the clerk is not able to print the finished TDR (SF 361).

ANSWER: Contact HQMTMC GFM Help Desk 1-800-336-4906

2. Need procedures on how to accomplish a TDR through CMOS. (SSG Rachel Jones rachel.jones@mcguirelaf.mil)

ANSWER: Mr. John Ware, HQ, USAF /ILTT, commercial 703-697-4743
john.ware@pentagon.af.mil

3. Our Computer (Gates System) doesn't allow us to transmit but one TDR at a time! If we attempt to put in more than one, the system blocks us out. (Jacqueline Hamlin, Naval Air Terminal Norfolk-hamlinj@airtermnorva.navy.mil) DSN: 564-2017/4997, Commercial (757)444-2017; fax 2086

ANSWER: At the present time the TDR system only allows one TDR to be processed at a time.

4. TDR submission through ETA- no response. SF 361 (blank) not on Form Flow - can't print SF 361 from GFM. Andy C. Malinau, DSN 359-9303, FB6041, Moffitt Airfield, CA.

ANSWER: Form is available at GSA Website: <http://hydra.gsa.gov/form/>. Also, If the installation which you are sending the TDR does not have GFM. They won't be able to receive your transmission

5. I'm having trouble submitting my claims package to DFAS through GFM-ETA.

ANSWER: Currently there is no process. The working group is working on having this changed. Contact HQMTMC, GFM Help Desk 1-800-336-4906 for further information.

6. I'm having trouble-accessing GFM-ETA. Once I'm on line, the system kicks me out periodically.

ANSWER: Contact HQMTMC, GFM Help Desk 1-800-336-4906.

7. Air Force cannot access ETA due to firewall problems, ETA for TDR, TFG, etc. Barksdale AFB LA 71110- Sara R. Knox,

ANSWER: **Contact HQMTMC Help Desk 1-800-336-4906**

8. Commander EUCOM Firewall access of ETA due to EUCOM JG not allowing installation of Oracle Initiator. Mr. Burkhart, DSN 430-7334(314)

ANSWER: **GFM personnel are currently working this issue with EUCOM. Please have the POC contact Chester Damian at DSN 328-2611 or Hal Mann at DSN 328-2672.**

9. Need POC for help if having trouble accessing ETA TDR Site. Make the TDR site more user's friendly, problem in retrieving TDR information. Unable to see/review entire screen. Lackland AFB TX: Cynthia Holliday/Chief Cargo Movement DSN/473-3727/28

ANSWER: **Contact HQMTMC, Help Desk 1-800-336-4906**

TDR PREPARATION

1. If you order something and haven't received from SSA, do you do a ROD or TDR? (Keith Mc Bridge Kyng; (502) 607-1405; DSN 677-1405

Who does the TDR, shipper or receiver? Does warehouse do a ROD to get carrier info for us (trans office) to do TDR?

ANSWER: **Non-receipt of items requires a TDR; the receiver should do this. Carrier information should be available on the bill of lading or from the shipper. RODs are for supply (items and/or packaging) discrepancies, not for general inquiries. (Training is required) For further information contact: Mr. Joseph Stewart DSN: 328-2283/COML: (703) 428-2283 or E-Mail: Stewartjoseph@mtmc.army.mil.**

2. How do you handle concealed damage from a TDR/claims standpoint?

ANSWER: **Prepare TDR as for any other damage, being sure to explain in the remarks section the circumstances under which the damage was detected and including any specific information that will help to establish the government's claim of carrier liability. Include photographs, inspection report(s) and as accurate as to the appropriate claims office for processing.**

3. What are the procedures for documenting a shipment discrepancy when an IMPAC card is used?

ANSWER: **It must go through the TDR and Claims Process.**

4. Is there a tutorial anywhere that addresses TDR preparation?

ANSWER: **There is a tutorial as part of the GFM system. If you need assistance contact HQMTMC, GFM Help Desk 1-800-336-4906**

DTS CARGO

1. What's the documentation/claim process for AMC damages or losses? What's the time limit for initiating this action when the RDD is not achieved?

ANSWER: Currently there is no claim process for AMC damages or losses; however, it is important to document these discrepancies using normal TDR procedures. These TDR's are used as a management control tool for evaluating AMC performance. There is no set time frame for initiating TDR action in the event of a missed RDD. If the missed RDD results in mission compromise or failure; then a TDR should be prepared as soon after the incident as possible to ensure the chain of events is clearly documented based on fresh recollection.

2. Claims/TDR for DTS Cargo – What is the claims process for the TDR's submitted for cargo transported via the Defense Transportation System; i.e., MTMC/AMC? (CWO3-Bailey, Traffic Management Office Camp Butler, Okinawa, DSN: 654-9249; commercial 011-81-611-745-9249, baileyc@mcbbutler.usmc.mil)

ANSWER: There is no claims process for recovery when the carrier is a government agency.

CLAIMS

1. All we have heard is HHG's claims have been reduced.

ANSWER: PENDING

2. POC to discuss overseas TDR/claims procedures:

SSgt Christina Riegel
NCOIC Inbound Cargo Section
Aviano AB, Italy
DSN 632-8535 – Fax 632-7066
christina.riegel@aviano.af.mil

ANSWER: International Air Freight claims are handled through AMC. Please address policy/procedures question to Ms. Crystal Hunter HQMTMC, (703) 428-2248; DSN; 328-2248

3. We need to question why the carrier has 120 days to pay, protest or decline a claim? Can this period of time be shortened?

ANSWER: A 120 days is the MAXIMUM allowable time, not the minimum. If documentation supports a prima facie case of carrier liability claim may be settled in as few as 10 days in some cases. Time frames are established by Title 41CFR. Sec. 101-40.711-1, Oct 2000, states:

Claims against domestic carriers.

Formal claims (Standard Form 362 with supporting documents) shall be filed with domestic carriers within the time limits noted in Sec. 101-40.709.

(a) Rail carriers, motor carriers, inland water carriers, domestic forwarders, and other carriers subject to the Interstate Commerce Act (ICA), are required under 49 CFR subpart 1005.3 to acknowledge receipt of a formal claim in writing to the claimant within 30 days after receipt. In addition, 49 CFR subpart 1005.5 requires carriers which receive a written

claim for loss or damage to property transported to pay, decline, or make a firm compromise settlement in writing to the claimant within 120 days after receipt of the claim by the carriers. If the claim cannot be processed or disposed of within the initial 120 days, the carriers at that time and at the end of each succeeding 60-day period, while the claim remains pending, shall advise the claimant in writing of the status of the claim and the reason for the delay in making final disposition thereof.

(b) When any carrier fails to dispose of a loss or damage claim within a reasonable period of time, agencies shall collect the claim by setoff action; i.e., withholding payments from amounts otherwise due and payable to the carrier for transportation and related services. Earlier collection by setoff may be made if it is known that a carrier is involved in a bankruptcy, insolvency, or relocation proceeding, and it is clearly in the Government's interest to do so (4 CFR parts 102 through 105).

4. Easter DLA (DDC) Depots Who will be responsible for claims if the Center Depot is contracted? (Pamela Easter) Defense Depot Norfolk, 1968 Gilbert St. Norfolk VA. 23512

ANSWER: Responsibility for claims (TDR) at contractor-run depots should be written into the contract. In addition, the contracting Personnel should receive proper training in documentation of discrepancies list.

DLA

1. Will the DLA Customer Handbook automatically be sent out (when revised)? Used to be a distribution list...

ANSWER: Yes, about June 2001 (It was submitted for approval on Friday, 20 April, (so it will be published shortly). To order send an e-mail to: subscriptions@dlis.dla.mil or find it DLA supply web page <http://www.supply.dla.mil>

2. You mentioned doing TDRs through DSS. Where in DSS can we do that? Does it transmit to DSC? Note: We use DSS – but are doing TDRs through ETA.

ANSWER: It is preferable to do the TDR via the GFM (ETA) on the web. The TDR on DSS is not automated and requires the user to print and fax copies to all necessary parties. The TDR on DSS does not transmit to DSC, a hard copy must be mailed. However, in the DSS, the TDR is found in the Transportation section. Follow this path: 05 (TRANSPORTATION); SO, and TO, which bring up the TDR. For further information contact Mrs. Betty Yanowsky, betty_yanowsky@hq.dla.mil, (703) 767-3638 fax (703) 767-3628

3. What regulation details when a customer may/may not refuse a shipment?

ANSWER: The current DTR, DOD 4500.9-R, Part II, Cargo Movement, paragraph J. of chapter 209, page 209-4 and 209-5, states: J. DAMAGED MATERIAL " 1. Destination TOs will accept delivery of shipments damaged during transportation regardless of whom has damage-risk responsibility and will annotate the carrier delivery receipt in accordance with Paragraph H above". For further information contact, Mike DeBreceny, DDRV – TM; DSN 695-5239; mdebreceny@ddc.dla.mil)

4. DLA depots are contracted out – who will do the claims for them?

ANSWER: Responsibility for claims (TDRs) at contractor-run depots should be written into the contract. In addition, the contractor personnel should receive proper training in documentation of discrepancies. Mrs. Betty Yanowsky, betty_yanowsky@hq.dla.mil, (703) 767-3638 fax (703) 767-3628

DRMO

1. Local DRMOs are going away – what should you do with items you need to get rid of?

ANSWER: Since many of the Defense Reutilization and Management Office (DRMOs) have realized a FTE cut and downsized, the DRMOs are no longer co-located with a military installation or facility; this poses a problem when materiel disposal is required. The property is still required to be transported to the DRMO in accordance with DOD 4160.21-M, the *Defense Materiel Disposition Manual*.

Recommend that contact be made with the closest DRMO serving your facility; go on the DRMS webpage for listings of DRMO facilities.

<http://www.drms.dla.mil/rtda/rtdpocseast.pdf>

DRMS East locations

<http://www.drms.dla.mil/rtda/rtdpocswest.pdf>

DRMS West locations

<http://www.drms.dla.mil/rtda/rtdpocsintl.pdf>

DRMS International locations

For further information coordinate with Mike Dennis, DRMS, at DSN 932-7113

ASTRAY FREIGHT

1. Changes to the Astray Freight Handbook:

018-070 FB6324
SMSgt Mike Drake
Fax 315-454-6263
DSN Fax 489-9263

ANSWER: Change made in the handbook

MISCELLANEOUS

1. Will more UIC's be added on the TDR program? There are a few listed and we have to check others and add on the new UIC. (Jacqueline Hamlin, Naval Air Terminal Norfolk – hamlinj@airtermnorva.navy.mil; DSN 564-2017/4997, commercial (757) 444-2017; fax 2086)

ANSWER: PENDING